

Service Management Practices



- Availability Management
- Business Analysis
- Capacity and Performance Management
- Change Control
- Incident Management
- IT Asset Management
- Monitoring & Event Management
- Problem Management
- Release Management
- Service Catalogue Management
- Service Configuration Management
- Service Continuity Management
- Service Design
- Service Desk
- Service Level Management
- Service Request Management
- Service Validation & Testing

Significantly modified from ITIL v3

New to ITIL 4

Itil Service Operation Best Management Practices

RD Boyd



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